

Center Report

2001 NASA Printing/Copying Managers' Workshop

at John C. Stennis Space Center

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Highlights

- **Duplicating customer satisfaction increased to 95.1%**
 - **Outsourcing implementation in 1998 resulted in customer satisfaction dropping from 98% to 84%.**
 - **Established goal to reach 95%**
 - **XBS implemented process improvements to increase customer satisfaction and reached 95% goal in April 2001.**
 - **Established new goal to reach 98%**

Highlights (continued)

- **Implemented IntraNet Docs digital engineering drawing storage, retrieval and distribution system.**
 - **Eliminates the need to plot out paper drawings for release.**
 - **Provides digital distribution and print on demand versus print and distribute.**
 - **Significant time-savings to the JPL engineering community (immediate access versus three to four day process and print time)**
 - **Significant cost savings by eliminating the printing of multiple sets for distribution (average annual large format reproduction cost \$130k)**

Process Improvement

- **Transitioned Engineering Document Services from paper-based to digital service. Provides quick access for customers and eliminates the need to produce and store paper.**
 - **IntraNet Docs digital engineering drawing storage retrieval and distribution.**
 - **Quintek digital film plotter - takes digital drawing files and creates silver film aperture cards.**
 - **Kodak Archive Writer - takes digital documents files and creates silver 16mm roll film.**
 - **Scanning and OCR of hard copy documents to CD.**
 - **Xerox 8855 digital printer/plotter - takes digital drawing files and creates large format prints.**